

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. I recently moved, and was in no hurry to get my phone reconnected. I researched the most basic plans that I could get (and afford) on the phone companies website, and what was a \$15 a month service turned in a \$26 a month service after all the costs were added. I was never informed of these when signing up and was very clear that cost was an issue. Who knows what I'm paying for now, but I may have to consider dropping service again. This is not a comfortable decision, as I have health problems. Also, my elderly mother can never understand her bill, and never get a helpful answer when she questions it with the phone company. We are paying for a service, and with the conglomerations that exists in this particular utility, it seems that we are not getting our money's worth.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.